

IURC News Release

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INDIANA UTILITY REGULATORY COMMISSION ADOPTS CHANGE IN TELEPHONE RULE

Today, in RM 03-03, the Indiana Utility Regulatory Commission (IURC) approved a change in the telephone rules, which will allow customers to change their local or long distance carriers online.

The Commissioners agree that the recognition of a letter of electronic agency will make it easier for consumers to obtain service from the phone service provider of their choice.

The rule requires:

1. Electronic authorization to be a separate document, located on a separate screen or Web page on the telecommunication carrier's Website;
2. To be printed with a typeface large enough to be clearly viewed, and in language that is easily understood;
3. If the letter of agency is in a language other than English, the information about the carrier's offerings should be in the same language;
4. The letter of agency should not require customers to take any action if they want to retain their current carrier;
5. The Web page must include the carriers toll-free or local number so a the customer can call to confirm that service has been switched;
6. The Web page must include the toll-free number, and address of the Consumer Affairs Division of the Indiana Utility Regulatory Commission, where customers can file a complaint;
7. The electronic authorization must include the consumer disclosures required by the Electronic Signatures in Global and National Commerce Act, 15 U.S.C. 7001 (c).

Telecommunication companies have 60 days, after receiving the electronic authorization to make the requested change.

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